



## **HANDOUT - G**

### **FOLLOW-UP AND RETENTION CASE STUDY EXAMPLES**

#### **FRESNO COUNTY WORKFORCE INVESTMENT BOARD**

The Fresno County WIB serves job seekers and employers in five cities in the Fresno area through a consortium of public and private agencies.

One of Fresno's practices related to follow-up and retention:

- Policy bulletins sent to providers review the WIA follow-up guidelines and stress that follow-up includes pre- and post-exit elements.

[http://www.workforce-connection.com/wfc\\_intranet/process\\_documents/documents/pb/PB\\_1501.pdf](http://www.workforce-connection.com/wfc_intranet/process_documents/documents/pb/PB_1501.pdf)

[http://www.workforce-connection.com/wfc\\_intranet/process\\_documents/documents/od/OD\\_21\\_02\\_Pre\\_Post\\_Exit\\_Fup\\_Reqmnts\\_.pdf](http://www.workforce-connection.com/wfc_intranet/process_documents/documents/od/OD_21_02_Pre_Post_Exit_Fup_Reqmnts_.pdf)

#### **NEW RIVER/MOUNT ROGERS WORKFORCE INVESTMENT BOARD**

The New River/Mount Rogers Region is a local workforce investment area in the southwestern highlands of Virginia, managing WIA services for ten counties and three cities. Although it is a predominately rural area, the region also includes some industrialized regions.

Some of New River/Mount Rogers' practices related to follow-up and retention include:

- The local area has developed a detailed adult and dislocated worker follow-up services and performance policy.
- The local area specifically requires additional follow-up contact with customers who are found to be unemployed after exit.

<http://www.nrvpdc.org/indexwib.html> : click on **Policies and Procedures**, then on **Adult and Dislocated Worker Employment Verification, Follow-Up Services and Performance Policy**.

#### **SACRAMENTO EMPLOYMENT AND TRAINING AGENCY (SETA)**

Sacramento Employment and Training Agency (SETA) manages WIA services for the city and county of Sacramento, California. Founded in 1978, the agency



also provides Head Start and refugee services for its region. During 2003, SETA served over 45,000 customers through its many programs.

Some of SETA's practices related to follow-up and retention include:

- Staff are required to call participants within one week after employment, within one month and during the first week of the First Quarter after Exit to make sure the participant is still employed. Contact information is updated during each telephone call.
- The local area established a detailed schedule for post-placement follow-up contacts regardless of exit, stressing that contacts help assess the success of the placement, identify any necessary support services, and provide incentives.
- Participants are eligible for "non-cash benchmark incentives" at various intervals throughout the post-exit follow-up period if they reach certain goals.

<http://www.seta.net/>: click on **Sacramento Works Career Centers** then **Workforce Investment Act** then **WIA Directives** then **Directive #02-09**.

### **VERDUGO JOBS CENTER**

The Verdugo Jobs Center in Glendale, California provides vocational and career development resources through WIA for the cities of Glendale, Burbank, and La Cañada-Flintridge in the greater Los Angeles metropolitan area.

Some of Verdugo Jobs Center's practices related to follow-up and retention include:

- Frequent post-placement contacts with employers.
- Employers are trained on how to assess and help participants be successful in the workplace.

<http://www.verdugojobscenter.org>

### **STATE OF WISCONSIN DEPARTMENT OF WORKFORCE DEVELOPMENT**

The State of Wisconsin's follow-up policy for WIA programs stresses the importance of follow-up and retention to ensure successful, long-term customer employment and improved WIA performance outcomes.

Some of the ideas emphasized in the state policy include:

- Intentionally design follow-up and retention services.



**Performance Enhancement Project**

***Designing a Follow-up/Retention System to Enhance Adult/Dislocated Worker Customer and WIA Performance***

- Avoid telling customers their status such as "exiting."

[http://www.dwd.state.wi.us/dwdwia/PDF/wia\\_0402.pdf](http://www.dwd.state.wi.us/dwdwia/PDF/wia_0402.pdf)